

# eReferral Reduces Processing Time From Clinician to Central Intake

The use of eReferral improves the time it takes to get the patient information from a referring provider to the central intake (CI), enabling patients to receive more timely care

eReferrals are received at the central intake significantly faster than when sent by fax\*



Fax (66,186 patients)  
Average **24.9 days** to receive referral at Central Intake



eReferral (35,839 patients)  
Average **0.07 days** to receive referral at Central Intake

*Independent Student's t-test P < 0.000. 95% CI (24.3- 25.5)*



An average of 24.83 days saved using eReferral

## Quick Facts

- When a provider fills out a paper referral, it can be misplaced or sit on a desk for several days before it is faxed to the CI. Whereas, if the provider uses eReferral, the information is processed immediately and there is no delay in the CI receiving it.
- In many cases, faxed referrals received at CI are transcribed into Ocean. When comparing the difference in processing time for the fax verses electronic referrals, it was found that an average of **24.83 days** are saved through eReferral use. That is 24.83 days that a patient is waiting for the referral to be processed.
- **To date, 24%** of referrals processed through Ocean have gone through a CI model for over 25 specialties.

*"eReferral has cut down tremendously on the amount of time it takes me to make referrals to other agencies."*

Ontario eServices  
Program eReferral User

*"It is a simple way to send and receive referrals, and it removes the issue with faxes not coming through or coming in cut off."*

Ontario eServices  
Program eReferral User

*\*Using the Ocean referral database, eReferrals sent to CI between August 2017 and September 2021 were compared for the time span between a referral being created and the CI receiving it.*

For more information, email [communications@ehealthce.ca](mailto:communications@ehealthce.ca).

[ehealthce.ca/Case-studies-and-publications](http://ehealthce.ca/Case-studies-and-publications)

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